WITS Walk Through for Providers

How to View Referred Clients

In the left hand navigation: Agency >Referrals > Referrals In

In the main screen: Under referral Status Codes >select referral created/pending >move to search criteria > click Go

How to Review Referred Clients Vouchers

From directions above > under actions > select review of the client you would like to review

In the left hand navigation: under referrals in > select vouchers

In the main screen: select profile

How to Accept Referred Clients

In the left hand navigation: Agency >Referrals > Referrals In

In the main screen: select review of the client you accepted vouchers > change referral status to placed/accepted > Finish.

How to Accept Referred Clients Vouchers

From directions above >

In the left hand navigation: under client profile > select voucher

In the main screen: select accept

How to Reject/Refuse Referred Clients

In the left hand navigation: Agency >Referrals > Referrals In

In the main screen: select review of the client you accepted vouchers > change referral status to refused treatment/rejected by program > Finish

How to Create an Encounter

In the left hand navigation: select client list

In the main screen: select Go (This will list all clients. You can also search by any of the fields above go. For wild card search: put asterisk and letter or number depending on field) > select activity list of the client you would like to create an encounter.

In the left hand navigation: select encounters

In the main screen: select add new encounter record > select appropriate note type >select service provided > enter start date > enter # of service units/sessions > fill in the unsigned notes section >click sign note >save > release to billing > finish.

How to View Clients Available Units and Voucher Amount

In the left hand navigation: Client List > Go

In the main screen: select client profile (client you wish to view)

In the left hand navigation: Voucher > Profile

How to View Clients History (changes made and by whom)

In the left hand navigation: Client List > Go

In the main screen: select client profile (client you wish to view)

In the left hand navigation: History

How to View Staff Usage History (system usage)

In the left hand navigation: Agency > System Usage

Billing

How to view released items

In the left hand navigation: select billing > claim item list

In the main screen: under claim item search >item status >released >Go

(Under profile you can review information regarding that encounter. If changes need to be made, you can reject (back out) to give staff an opportunity to correct. You can hold or await review – these options allow you to batch, but not include this item until you release again). Click save if you made changes and finish if you did not.

How to Batch released items

Once you have reviewed and are ready to batch.

From directions above:

In the main screen: above claim item list >select batch.

How to View Batched items

In the left hand navigation: select billing > claim batch list

In the main screen: under provider claim batch list > on the drop down under status > released > Go

(To view items in the batch, click on claim items.)

Bill Items for Payment

From directions view batch items instructions above > select profile > at very bottom of page select bill it >Save >Finish

How to View Items Not Released

In the left hand navigation: select billing > Encounter list

In the main screen under encounter search >change status to not released or all unreleased >Go.

How to View Items Paid by Encounter

In the left hand navigation: select billing > EOB transaction List >Go

How to View Items Paid by Payment Number

In the left hand navigation: select billing > Payment list >Go

(Note: the payment number is what is referenced on your check)

How to Correct Released Items

In the left hand navigation: Agency >select billing > claim item list

In the main screen under claim item search >change item status to released >Go.

Under Claim Item List > select the item profile of the one you wish to change > Select Reject (back out) > enter the reason why you are rejecting the claim >confirm.

In the left hand navigation: Client list

In the main screen under client list: Select the activity list of client you need to correct > review encounter summary > (encounter that needs correction should be in red) select review of encounter to be corrected > make necessary corrections > add note of correction > sign note > save >release to billing.

How to Correct Batched Items

In the left hand navigation: Agency >select billing > claim batch list

In the main screen under provider claim batch list > change status to released >Go.

Under claim batch list: Find the batch that has the incorrect encounter and select claim items.

Under claim items for the batch #: in the check box next to claim #, check the item that should be corrected > select remove from claim batch.

In the left hand navigation: Agency >select billing > claim item list

In the main screen under claim item search >change item status to awaiting review >Go.

Follow instructions above for How to correct released items.

How to Correct Bill It Items

Please contact Pam Fowler @ Pam.Fowler@arkansas.gov